

Public Works

City of Newton Performance Management
July 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.					
		% of projects under budget	100	100	0
		% of projects on schedule	74	90	16
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.					
		Total water meters installed	17189	16568	621
		Incidences of water contamination reaching unsafe levels	0	0	0
3. Provide sewerage removal and stormwater management.					
		% of water/sewer requests resolved within 24 hours	100	100	0
4. Maintain public streets and sidewalks in a safe and passable condition.					
		% of streetlamps repaired within 14 days of receipt	91	90	1
		Streetlamp repair backlog	107	100	7
		% of potholes repaired within 2 business days	96	95	1
		% of street repaves made within 5 days of schedule	100	100	0
		% of sidewalks made safe within 5 days	93	95	2
		Backlog of sidewalk repair requests	481	410	71
5. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.					
		% of trash pickups made on time without issue	99.90	99.50	0.40
		Trash tonnage (total)	2,043	1,792	251
		% of recycling pickups made on time without issue	99.91	99.50	0.41
		Recycling tonnage (curbside only)	1,030	916	113
		Curbside recycling % of total tonnage	34	35	1
		% of yard waste pickups made on time without issue	99.95	99.80	0
6. Provide emergency response for snow, rain, winds, and other emergency situations.					
		% of snow related requests resolved within 48 hours of the end of the storm			

Notes

Trash and Recycling tonnage data comes from the month prior to the reporting period.